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PAYROLL SERVICE OFFICE BOOSTS CUSTOMER SERVICE WITH COLD

Corporate EFT Report; Potomac; Oct 15, 1997;

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Abstract:

Banks and corporations can use **CD**-based computer output to laser **disk** (COLD) to do more than store copies of payroll reports. Corporations and banks can put the technology to profitable uses. Interlogic Systems Inc. adopted such a system to help answer corporate customer service questions more efficiently. The company offers tax filing services and uses the system to store those **records**. Interlogic also runs an **archival service** bureau division.

Full Text:


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Banks and corporations can use **CD**-based computer output to laser **disk** (COLD) to do more than store copies of payroll reports. Corporations and banks can put the technology to profitable uses. Elkhart, Ill.-based Interlogic Systems Inc. adopted such a system to help answer corporate customer service questions more efficiently. But the company has found profitable uses beyond storing copies of client payroll reports.

"When you get a system like this, you go crazy; every time you see a binder it drives you nuts," says Paul Lockhart a sales manager with Interlogic. "You look for a way to put in on **CD**."

Michael Tenalio, director of digital output and storage products at [Eastman Kodak](#) (EK) of Rochester, N.Y., says his company has seen "explosive growth" in the adoption of **CD**-based COLD compared with systems using other **optical disk** technology. Users want **CD** for "when you need to distribute information to different locations." In fact, Interlogic has found about 40 of its largest clients wanted copies of their **records** delivered on **CD**. Handling Payroll Reports Interlogic compiles basic payroll data from its corporate clients and returns reports on payment registers, check reconciliation and labor distribution. "All this requires a lot of paper," Lockhart says.

Interlogic keeps copies of the reports so customer service representatives can answer client questions about pay periods.

In the past, Interlogic stowed those reports in binders or on microfiche. In January, the company installed a PCD Writer recordable **CD** (**CD-R**) system, **CD** jukebox and COLD software from  **Kodak**. The jukebox is configured with two **CD-ROM** drives and holds 100 **disks**. The entire system cost \$9,000.

Now, when payroll data comes in it's downloaded into a server, indexed, premastered and published on a **CD**. Through eight months of nightly **CD** mastering sessions, the company has created 60 **disks**.

Interlogic has applied it to other facets of its business since installing COLD. The company offers tax filing services and uses the system to store those **records**. Interlogic also runs an **archival service** bureau division. Hospitals and universities hire Interlogic to convert their paper **documents** into microfiche or **CDs** for long-term storage. (Paul Lockhart, Interlogic, 800/367-2435; Michael Tenalio, **Kodak** Business Imaging Systems, 716/724-5802.) **RESEARCHER DELIVERS DATA ON CD**

Payroll Support Associates, a Houston-based payroll and tax law research firm, is using **document** imaging software to deliver its publications to clients on **CD**.

The company accumulates and analyzes state and federal statutes, regulations, legal interpretations, forms and correspondence letters to employers that relate to business reporting requirements.

At the start of the year, Payroll Support Associates began using the **document** management software PaperMaster from San Jose, Calif.-based DocuMagix Inc. to organize research papers and business assets, such as invoices and receipts.

"After we'd used it as an office management tool for six months, I got the idea to give clients the research this way," says Payroll Support Associates President Debera Salam.

The software speeds research and lets the company respond quicker to customer inquiries. In addition to providing clients research via **CD**, the firm has reduced its shipping costs. In the past, the company mailed clients 5-inch thick binders, stuffed full of the documentation. Now, research is delivered on a single **CD**. (DocuMagix, 408/434-1138; Payroll Support Associates, 281/859-7331.) Source: CORP

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Scan it, save it, store it on a CD*Office Systems; Mt. Airy; Nov 1997; Anonymous;*

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Copyright Office Systems Magazine Corporation Nov 1997

Simplify **records** management with The Archiver Professional Edition, a tool for **archiving business documents, photographs** and employee **records**. The Windowsbased software, which saves data on recordable **CDs**, lets users scan, index, store, retrieve, view, print and fax **records**. Approximately 800 pages of 8 1/2x 11-inch **documents** can be recorded on one **CD**, which the company says costs about \$7.50, or less than 1 cent per page. The software supports any TWAIN-compliant scanner, digital camera or video capture board and a wide array of **CD** drives by **JVC**, **Kodak**, **Olympus**, Phillips and **Sony**. Price: \$1,495. Computer Backup Corp. (313) 886-6550. Circle No. 237.

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